

## **APPENDIX 1: DEMOGRAPHIC PROFILE**

Demographic Profile						
	Statewide (n=825)		Western WA (n=477)		Eastern WA (n=348)	
	Unweighted	Weighted <sup>1</sup>	Unweighted	Weighted <sup>1</sup>	Unweighted	Weighted <sup>1</sup>
<b>Prior Work for DSHS</b>						
Yes – DSHS	4%	4%	5%	5%	3%	3%
Yes – contracting agency	8	6	6	5	10	10
Yes, both	1	1	1	1	1	1
No	85	86	86	87	83	84
Don't know	2	2	2	2	2	2
Refused		<1	<1	<1	-	-
<b>Age</b>						
18 to 24	10%	13%	8%	12%	12%	15%
25 to 34	23	19	24	20	21	17
35 to 44	25	22	26	23	22	21
45 to 54	18	19	18	19	19	19
55 to 64	12	11	11	11	14	12
65 to 74	6	8	6	7	7	9
75+	5	7	6	7	5	8
Refused	1	1	-	-	-	-
<i>Mean</i>	43.6	44.7	43.5	44.6	43.8	45.2
<b>Education</b>						
Less than high school graduate	8%	7%	6%	6%	12%	13%
High school graduate or GED	27	27	26	27	28	28
Some college	32	31	31	30	34	35
College graduate	21	23	25	25	15	14
Beyond college grad	12	12	12	12	12	11
Refused	<1	<1	<1	<1		-
<b>Race</b>						
White	84%	84%	84%	84%	85%	85%
Black / African American	2	2	3	3	<1	-
Asian	3	3	4	4	2	2
Native Hawaiian / Pacific Islander	1	1	1	1	1	1
American Indian / Alaska native	2	2	2	2	1	1
Something else	6	5	4	4	10	11
Refused	2	3	3	3	1	1
<b>Hispanic</b>						
Yes	9%	7%	5%	5%	14%	14%
No	91	93	94	94	86	86
Refused	1	1	1	1	1	1

Demographic Profile (continued)						
	Statewide (n=825)		Western WA (n=477)		Eastern WA (n=348)	
	Unweighted	Weighted <sup>1</sup>	Unweighted	Weighted <sup>1</sup>	Unweighted	Weighted <sup>1</sup>
<b>Income</b>						
<\$10,000	6%	5%	4%	4%	7%	7%
\$10,000 to <\$15,000	6	5	4	4	8	8
\$15,000 to <\$20,000	6	6	6	5	8	8
\$20,000 to <\$25,000	7	7	6	6	9	9
\$25,000 to <\$35,000	13	12	12	12	16	15
\$35,000 to <\$50,000	19	18	17	17	21	20
\$50,000 to <\$75,000	15	17	18	18	11	11
\$75,000 or more	15	16	18	18	10	10
Don't know	4	5	4	5	4	5
Refused	10	10	11	11	7	7
<i>Midpoint of Median Income Range</i>	\$42,500	\$42,500	\$42,500	\$42,500	\$30,000	\$30,000
<b>Gender</b>						
Male	46%	49%	45%	49%	46%	49%
Female	54	51	55	51	54	51
<b>Interview Language</b>						
English	90%	93%	95%	95%	84%	85%
Spanish	10	7	5	5	16	15

<sup>1</sup> Survey responses were weighted so that the final distribution of respondents corresponds to the 2000 census distribution by gender, age and region (east/west) in Washington State.



## **APPENDIX 2: SURVEY METHODOLOGY**

## **SURVEY METHODOLOGY**

The survey was conducted by telephone from the Gilmore Research Group telephone center in Seattle, Washington. Gilmore Research, a full-service survey research company, is headquartered in Seattle.

### **QUESTIONNAIRE**

The questionnaire was drafted by the Washington State Department of Social and Health Services and sent to Gilmore for programming and pretesting. It was programmed and administered using the Voxco CATI (Computer Assisted Telephone Interview) system. After programming, and prior to pretesting, it was checked to assure the function of question skip patterns.

Randomly-drawn households in Washington were called, screened and taken through the survey in two pretests monitored by Gilmore and the Department of Social and Health Services. The questionnaire went through minor revisions after the pretest.

The survey instrument was translated into Spanish so that Spanish speaking respondents could be interviewed.

The final length of the questionnaire was 12.1 minutes, on average over the 825 completed interviews.

### **SAMPLE**

Gilmore purchased the sample from Genesys Sampling Systems. The sample was a draw of random digit telephone numbers within Washington as a whole, with an extra draw across the counties that make up Eastern Washington. The complete disposition of the sample, 2902 numbers, is presented in Appendix 2, Table A1.

### **FIELDING PROCESS**

All interviewers were monitored by supervisors on each calling shift. At least some calling was done each day except for holidays. The shifts were 9:30 AM to 4:00 PM on weekdays, 4:00 to 9:00 PM on weekday evenings, 9:30 AM to 3:30PM on Saturdays and 1:00 to 7:00 PM on Sundays. At least six attempts were made on different days and on different times of day to “no answer,” “answering machines,” “eligible/potential respondent not available” and “partial completes.” Callbacks were set for the respondent’s convenience whenever possible. A toll-free number to Gilmore was also provided for respondents to call in, if a respondent insisted that he or she wanted to call back. An information contact from the Washington State Department of Social and Health Services

was also provided for people who wished to verify the survey or have survey-related questions asked.

Households with “soft” refusals at the point of introduction or screening were called again on a different day to see if that refusal could be converted to a complete. (A “soft” refusal is one in which the respondent says something such as “I’m too busy” but does not clearly state that the household will not do a telephone interview.)

Table A1 Disposition of Sample		
Disposition Category	-n-	%
<b>Interview</b>		
Completed interview (C)	825	28%
Incomplete/unable to reach on callback (I)	3	<1%
Terminated <sup>1</sup> (I)	47	2%
<b>Eligible HH, Non-interview</b>		
<u>Refusal</u> <sup>2</sup>		
Selected respondent refused (R)	177	6%
HH refused start/refused selection info (R)	569	20%
<u>Unable to reach respondent or HH</u>		
Respondent never available <sup>3</sup> (NR)	65	2%
Selected person gone for duration of study (NR)	51	2%
Answering machine/seems to be a HH (NA)	109	4%
<u>Other</u>		
Physical problem (ill, hearing, etc.) (P)	48	2%
Language barrier (other than Spanish) (L)	34	1%
<b>Unknown</b> <sup>4</sup>		
No answer (NA)	286	10%
Constant busy (B)	73	2%
<b>Non Eligible</b>		
Disconnected/technical phone problem (D)	290	10%
Business/group quarters (BF)	175	6%
Fax/modem/pager (BF)	109	4%
Teen or 2nd phone in HH (NE)	16	<1%
Outside Washington (NE)	20	1%
Vacation home (NE)	5	<1%
<b>Total</b>	2,902	100%

<sup>1</sup> Respondent stopped interview mid-way and did not want to complete interview at a later time.

<sup>2</sup> All “soft” refusals were called back on different days and different times of day. If refused twice, household was not called again.

<sup>3</sup> Callback times were set but person was not available at any of the set times.

<sup>4</sup> Minimum of 12 attempts on different days and different times of day—weekday and weekend.

## RESPONSE RATES

### Respondent Contacted

C=Completed interview  
R=Refused  
NR=Not reachable  
I=Incomplete interview

### Not Eligible

D=Disconnected  
BF=Business, fax, modem  
NE=Not eligible  
L=Language barrier  
P=Physical ability barrier

### No Respondent Contact

NA=No answer  
B=Busy

**CASRO Response Rate: 39%**

$$\frac{C}{\text{Contacted} + \left[ \left( \frac{C}{\text{Contacted} + \text{Not Eligible}} \right) \times \text{No contact} \right]}$$

**Upper Bound, or Cooperation Rate: 51%**

$$\frac{C}{C + R + I}$$

Source: The American Association for Public Opinion Research (2000).  
*Standard Definitions*. AAPOR, Ann Arbor MI.



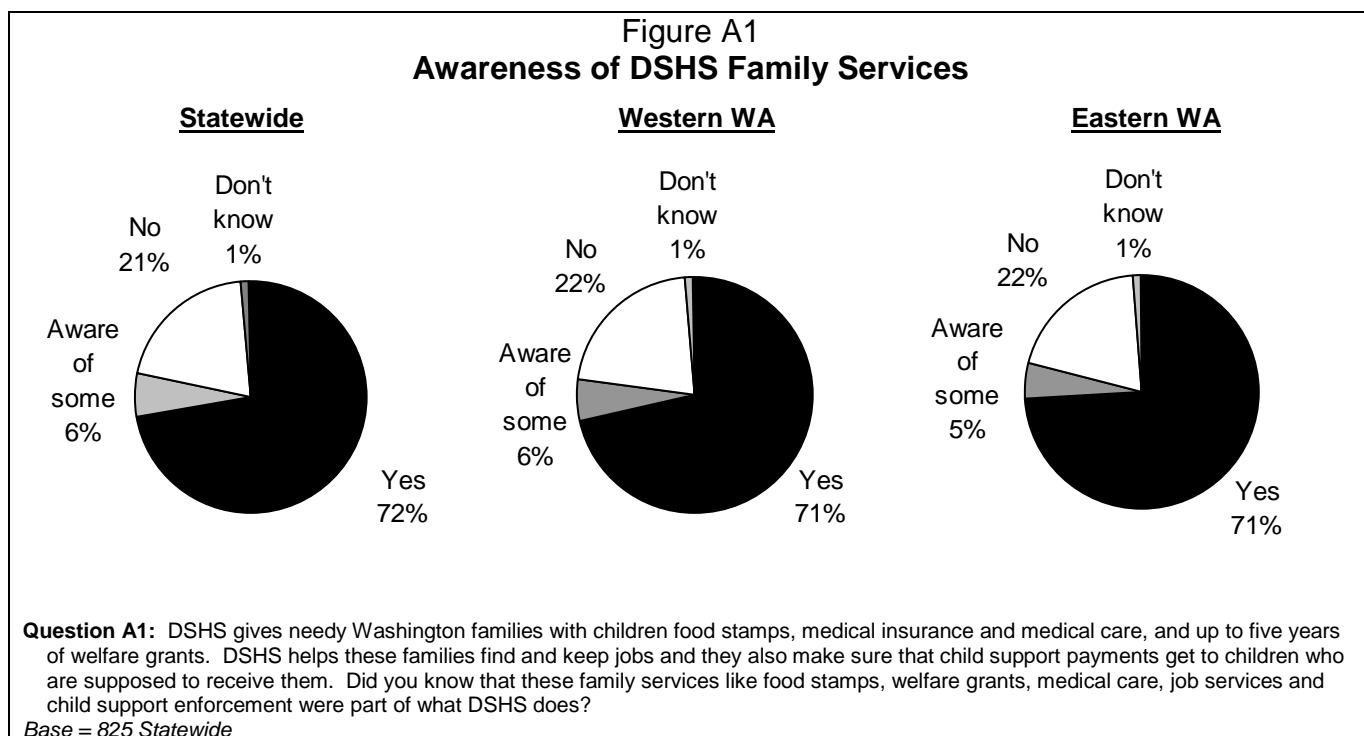
**APPENDIX 3:**  
**AWARENESS OF DSHS FAMILY SERVICES, SERVICES FOR**  
**CHILDREN AND YOUTH, AND SPECIAL NEEDS SERVICES**

## AWARENESS OF DSHS FAMILY SERVICES, SERVICES FOR CHILDREN AND YOUTH, AND SPECIAL NEEDS SERVICES

Respondents were asked whether they knew about each of three areas of service provided by DSHS to Washington residents: family services, child and youth services, and services for special needs. Significantly more (72%) said they were aware of DSHS family services, than said they were aware of services for children and youth (56%) or services for persons with special needs (57%).

### AWARENESS OF PROGRAMS: FAMILY SERVICES

Figure A1 shows that nearly three-quarters of statewide respondents (72%) said they knew that DSHS provides needy Washington families with children services such as food stamps, medical insurance, medical care and up to five years of welfare grants.



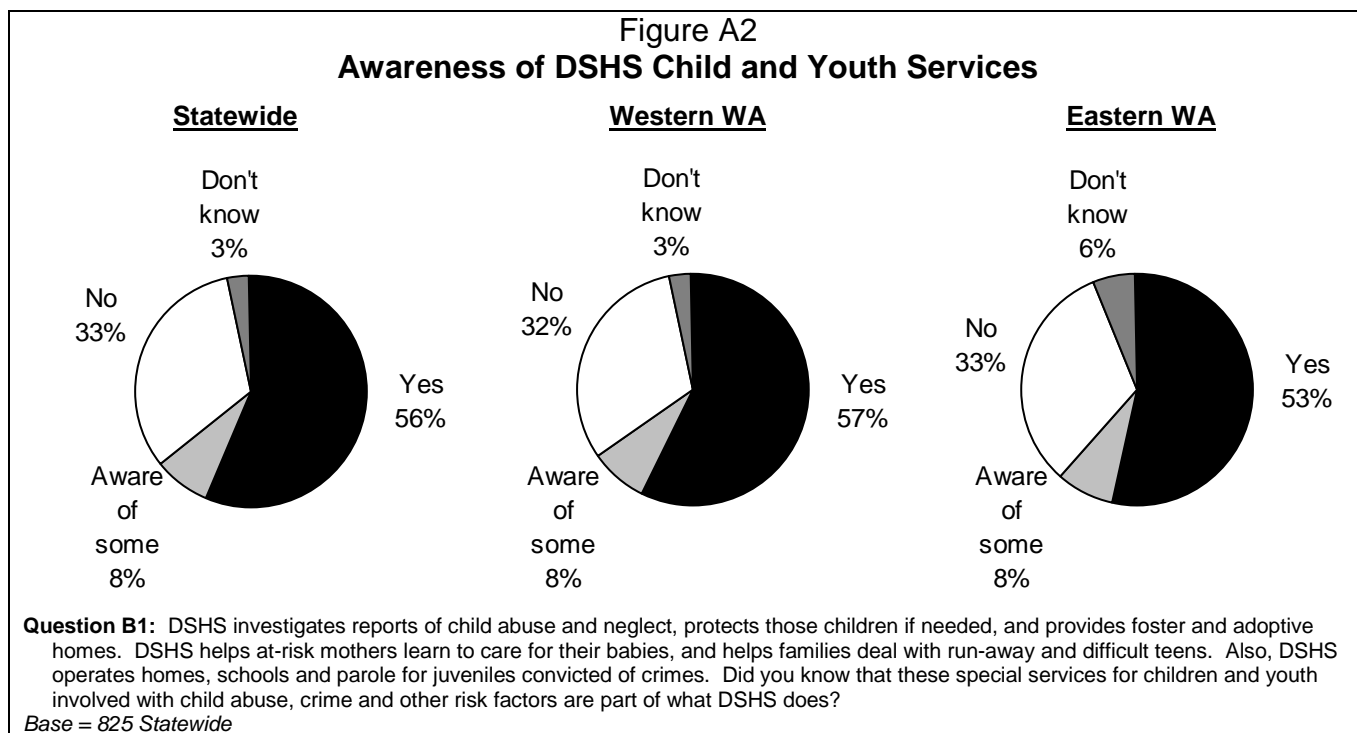
Statewide, subgroups that were more likely to say they knew about DSHS services to needy Washington families included:

- Respondents with income less than \$25,000 per year (83% knew about family services), compared to those with greater income (71%)
- Females (76%), rather than males (67%)
- Respondents age 45 to 54 (78%), compared to 18 to 24 year-olds (63%)

- Those who said they had personal experience with DSHS family services (87%)<sup>3</sup>, compared to those who didn't (64%)
- Those who said they had personal experience with DSHS child and youth services (89%), compared to those who lacked this experience (69%)
- Those who said they had personal experience with DSHS services for special needs (85%), compared to those who lacked this experience (69%)
- Those who named the workplace as their source of information about DSHS services (91%), rather than newspapers and magazines (83%), TV and radio (83%), or specified none (79%)

## AWARENESS OF PROGRAMS: CHILD AND YOUTH SERVICES

Over half of the respondents statewide (56%) said they knew about the special services that DSHS provides for children and youth, including investigations of reports of child abuse and neglect, child protection (if needed), foster and adoptive homes, help for at-risk mothers, run-away and difficult teens, and homes, schools and parole for juveniles convicted of crimes. See Figure A2.



<sup>3</sup> Six percent of those with DSHS family service experience said they did not know that the services were part of what DSHS does; 7% knew some of the services were part of DSHS.

Among those statewide subgroups significantly more likely to say they knew about DSHS child and youth services were:

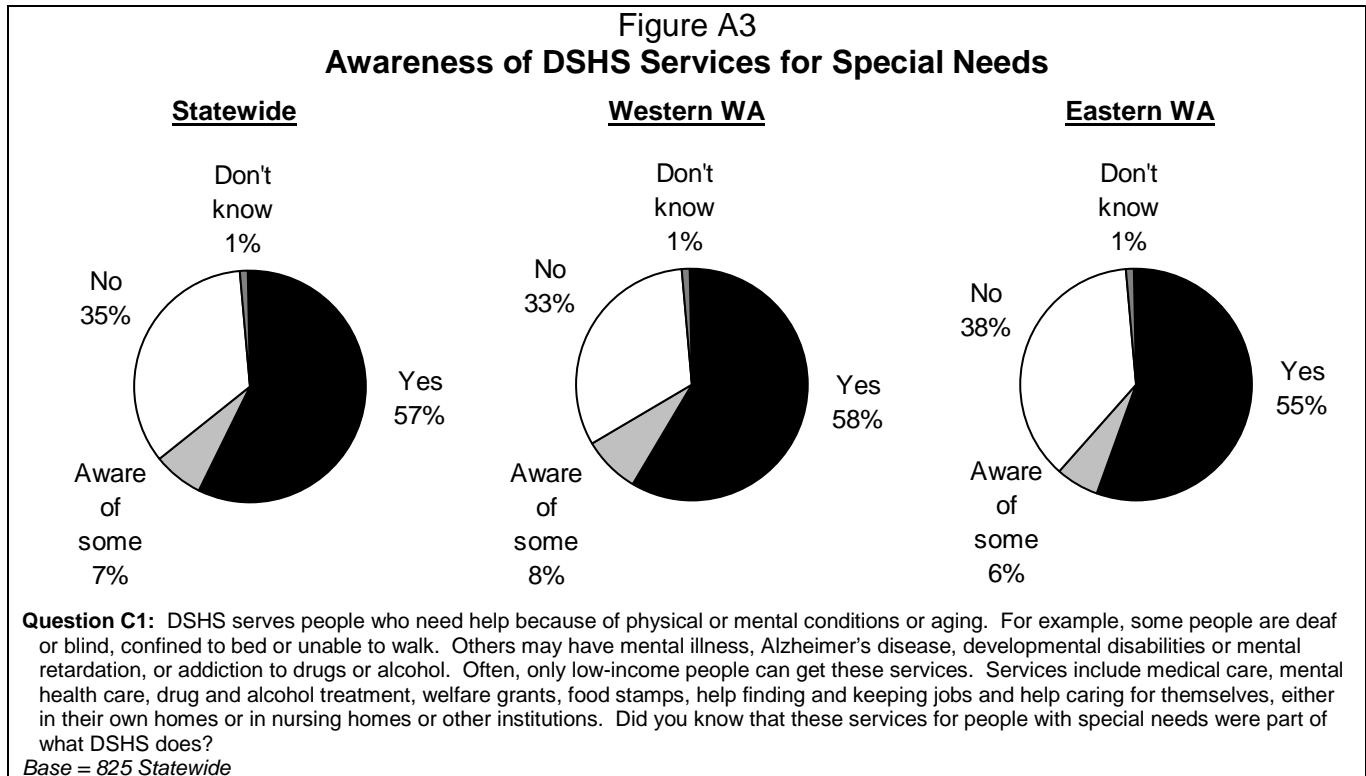
- College graduates (62%), compared to respondents with a high school diploma or less education (50%)
- Persons with incomes greater than \$25,000 per year, versus those with lower incomes (61% versus 45%)
- Respondents between 25 and 64 years old (61%), compared to 18 to 24 year-olds (35%); additionally, 45 to 54 year-olds (67%), compared to 25 to 34 year-olds (53%) and respondents age 75 or older (47%)
- White non-Hispanic respondents (58%), compared to Hispanic respondents (37%)
- Those who said they had personal experience with DSHS family services (68%), compared to those who lacked this experience (50%)
- Those who said they had personal experience with DSHS child and youth services (85%)<sup>4</sup>, as opposed to those without the experience (51%)
- Those who said they had personal experience with DSHS services for special needs (70%), compared to those who didn't have it (53%)
- Those who disagreed that DSHS does a good job overall (82%), versus those who agreed that it does a good job (60%) or who felt neutral about DSHS job performance (53%)
- Those who named newspapers and magazines (75%), TV and radio (77%), and other sources for news about DSHS (77%), versus those who named family and friends (65%); additionally, respondents who named newspapers and magazines (75%), TV and radio (77%), the workplace (73%), and other sources for news about DSHS (77%), compared to those who specified no news sources (59%)

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<sup>4</sup> Nine percent of those with DSHS child and youth service experience said they did not know that the services were part of what DSHS does; 5% knew some of the services were part of DSHS.

## AWARENESS OF PROGRAMS: SERVICES FOR SPECIAL NEEDS

As Figure A3 indicates, a majority of statewide respondents (57%) said they knew about the services for special needs that DSHS provides to people who need help due to physical or mental conditions or aging.



Statewide, subgroups that were more likely to say they knew about DSHS services for people with special needs included:

- White non-Hispanic respondents (59%), compared to Hispanic respondents (42%)
- Persons age 35 to 54 (61%) and 65 to 74 (73%), compared to 18 to 24 year-olds (43%); additionally, 65 to 74 year-olds, compared to 25 to 34 year-olds (55%) and 55 to 64 year-olds (54%)
- Those who said they had personal experience with DSHS family services (66%), compared to those who said they didn't (53%)
- Those who said they had personal experience with DSHS child and youth services (69%), compared to those who lack this experience (56%)
- Those who said they had personal experience with DSHS special needs services (87%)<sup>5</sup>, compared to those who said they didn't (50%)

<sup>5</sup> Seven percent of those with DSHS special needs service experience said they did not know that the services were part of what DSHS does; 6% knew some of the services were part of DSHS.



**APPENDIX 4:  
PERSONAL EXPERIENCE WITH DSHS FAMILY SERVICES,  
SERVICES FOR CHILDREN AND YOUTH, AND SPECIAL NEEDS  
SERVICES**

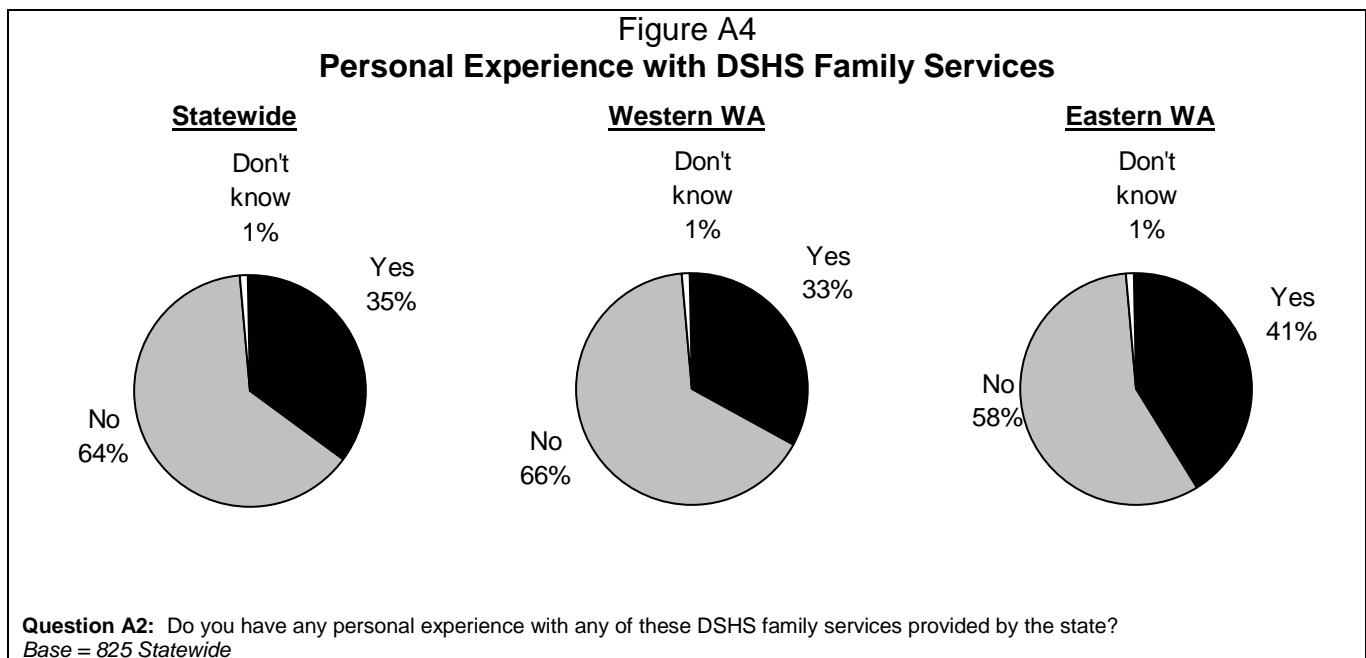
## PERSONAL EXPERIENCE WITH DSHS FAMILY SERVICES, SERVICES FOR CHILDREN AND YOUTH, AND SPECIAL NEEDS SERVICES

A series of questions asked respondents whether they had any personal experience with family services, child and youth services or services for special needs. Those who answered affirmatively were questioned further to determine how their experiences were acquired and what types of contacts they had with the DSHS services.

A large majority of respondents reported having no personal experience with any of the three service areas. Those who did have experience with DSHS services were significantly more likely to have acquired it through family services (35%) than through services for special needs (20%) or child and youth services (16%).

### FAMILY SERVICES

As Figure A4 shows, nearly two-thirds of respondents statewide (64%) said they had no personal experience with DSHS family services for needy families, including food stamps, medical care and welfare grants.



More than one-third (35%) answered “yes,” that they had personal experience with DSHS family services.



Subgroups of respondents across the state who were more likely to say they had personal experience with DSHS family services include:

- Respondents residing in Eastern Washington (41%), versus Western Washington (33%)
- Respondents younger than 75 years old (37%), compared to those 75 and older (11%)
- Females (40%), rather than males (29%)
- Persons with incomes less than \$25,000 per year (53%), compared to those with higher incomes (\$25,000 to \$49,999 – 36%); and both of the groups with incomes less than \$50,000 compared to those with incomes of \$50,000 or more per year (26%)
- Respondents who did not graduate from college (40%), versus those who did (24%)
- Those who had personal experience with DSHS child and youth services (74%), versus those who had none (27%)
- Persons who said they had personal experience with DSHS services for special needs (67%), compared to those who said they didn't (26%)
- Respondents who named as sources for information about DSHS services friends and relatives (45%) or other public places (51%), compared to those who named newspapers and magazines (33%) or TV and radio (36%)

#### SOURCES OF FAMILY SERVICES EXPERIENCE

Table A2 shows that most of those who said they had family services experience explained that the experiences were acquired in the process of helping themselves, a family member or a friend (78%).

Table A2 Ways in Which Family Services Experiences Were Acquired			
	Statewide (n=285)	Western WA (n=157)	Eastern WA (n=141)
Helping myself / family / friend	78%	76%	84%
Part of my job	19	19	19
Second-hand knowledge	2	3	1
Other	1	2	1
Don't know / refused	5	1	2
<b>Question A3:</b> Did you get any of your experience with family services as part of your job, because you were helping yourself, a family member or friend, or in some other way? (Multiple response question. Percentages may add to more than 100%.)			

Among those respondents who had personal experience with family services, the following were more likely to say that family services experiences were acquired helping themselves, a family member or friend:

- Respondents having less education than a college degree (83%), compared to college graduates (51%)
- Respondents whose incomes total less than \$50,000 per year (79%), compared to those whose incomes total more (61%)
- Hispanic respondents (91%), compared to non-Hispanic Whites (74%)
- Those who had personal experience with DSHS child and youth services (81%), versus those who had none (64%)
- Persons who said they had personal experience with DSHS services for special needs (82%), compared to those who said they didn't (67%)
- Respondents who named as sources for information about DSHS services friends and relatives (78%) or other sources (86%), compared to those who named newspapers and magazines (63%) or TV and radio (65%)

#### TYPE OF FAMILY SERVICES EXPERIENCE

Respondents with DSHS family service experience said they had a number of different types of contact with those family services (Table A3). They were slightly more likely to mention having experience with medical care or insurance (59%), than food stamps, cash grants or job services (52%). Additionally, more than a third (36%) said they had experience with child support enforcement.

Table A3 Types of Experiences with Family Services			
	Statewide (n=285)	Western WA (n=157)	Eastern WA (n=141)
Medical care or insurance	59%	58%	61%
Food stamps/cash grants/job services	52	53	51
Child support enforcement	36	36	36
Other	12	11	12
Don't know	2	2	1
<b>Question A4:</b> Which of these does your experience with family services involve? (Multiple response question. Percentages may add to more than 100%.)			

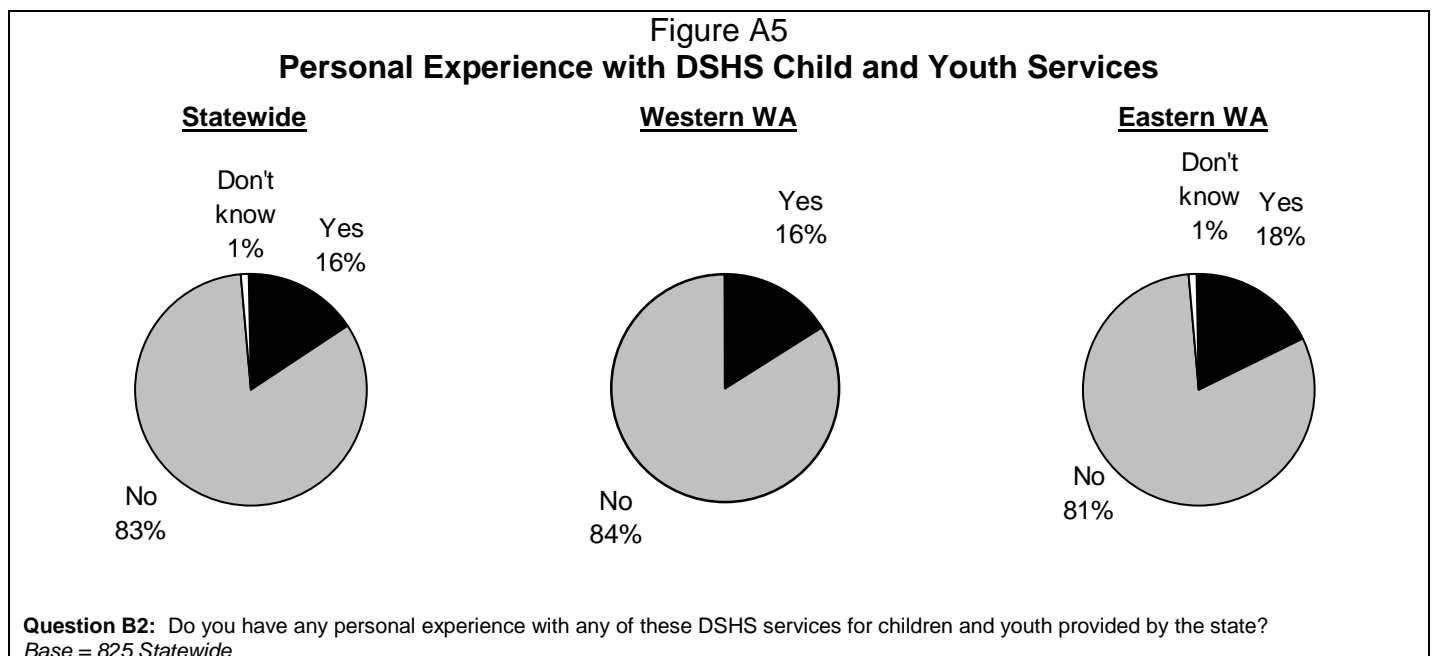
Subgroups of persons with family services experience differed significantly in their mention of specific types of DSHS contact:

- Child support enforcement:
  - Persons with household incomes of \$50,000 or more per year (48%) were more likely than those with incomes of \$25,000 to \$49,999 to have this experience (30%)
  - Non-Hispanic Whites (38%), compared to Hispanic respondents (16%)
  - Those who had personal experience with DSHS child and youth services (45%), versus those who had none (31%)

- Those who disagree that DSHS does a good job overall (57%), versus those who feel DSHS job performance is good, overall (32%)
- Medical care or medical insurance:
  - Hispanic respondents were more likely to mention having this type of experience (78%), than minorities (48%) or non-Hispanic Whites (58%)
  - Respondents who get their information about DSHS services from other public places (78%), rather than friends or relatives (58%), newspapers or magazines (53%), or TV and radio (61%)
- Food stamps, cash grants or job services:
  - Persons having less education than a college degree (57%), compared to college graduates (36%)
  - Respondents whose incomes total less than \$25,000 per year (63%), compared to those whose incomes total more (46%)
  - Respondents age 18 to 24 years old (70%), versus 25 to 34 year-olds (44%)

## CHILD AND YOUTH SERVICES

Four out of five respondents (83%) said they had no personal experience with DSHS child and youth services. Sixteen percent (16%) said they had such experience.



Those who said they did have experience with child and youth services were more likely to be:

Younger than 75 years old (17%), compared to those age 75 and older (1%)

- Respondents who had personal experience with DSHS services for needy families (34%), compared to those who had none (7%)
- Those who disagree that DSHS does a good job overall (32%), versus those who agree that it does a good job (14%)

#### SOURCES OF CHILD AND YOUTH SERVICES EXPERIENCE

Table A4 shows the ways in which experience with child and youth services were acquired. Nearly three out of five people statewide (58%) who had these experiences said that they were acquired while helping themselves, a family member or a friend. Forty percent (40%) mentioned that they occurred while performing their jobs.

Table A4 Ways in Which Experiences with Child and Youth Services Were Acquired			
	Statewide (n=131)	Western WA (n=74)	Eastern WA (n=61)
Helping myself / family / friend	58%	56%	66%
Part of my job	40	42	36
Second-hand knowledge	2	2	-
Other	2	1	3
Don't know / refused	4	5	1
<b>Question B3:</b> Did you get any of your experience with services for children and youth as part of your job, because you were helping yourself, a family member or friend, or in some other way? (Multiple response question. Percentages may add to more than 100%)			

Subgroups of respondents who reported experience with child and youth services differed in the type of contact reported:

- Groups more likely to say that their child and youth service experience occurred while helping themselves, a family member or friend were:
  - 65 to 74 years old (100%), as opposed to those younger than 65 (56%)
  - Non-Hispanic minorities (87%), compared to non-Hispanic Whites (54%)
  - Respondents having less education than a college degree (71%), versus college graduates (33%)
  - Respondents who mentioned friends or relatives as sources of information about DSHS (65%), or TV and radio (60%), rather than workplace sources (32%)
- Those more likely to say that child and youth service experience occurred as part of their job were:
  - White (43%), rather than a non-Hispanic minority (13%)
  - Those with some college education (41%) or a college degree (63%), as opposed to a high school education or less (13%);

- additionally, college grads were more likely to have job-related experience than those having some college, but not a diploma
- Those with personal experience with DSHS services for special needs (56%), compared to those without such experience (25%).
  - Respondents who mentioned newspapers or magazines (53%) or workplace sources (74%) for information about DSHS, rather than friends or relatives (34%)

#### TYPE OF EXPERIENCE WITH CHILD AND YOUTH SERVICES

Table A5 shows the types of experiences that respondents said they'd had with DSHS child and youth services. Most (75%) of those with child and youth experience mentioned experience with children's services, such as child abuse protection or help for at-risk mothers and teens. In comparison, about one-third (32%) mentioned having experiences that involved juvenile rehabilitation for teens in trouble with the law.

Table A5 Types of Experiences with Child and Youth Services			
	Statewide (n=131)	Western WA (n=74)	Eastern WA (n=61)
Children's services, such as child abuse protection or help for at-risk mothers or teens	75%	74%	78%
Juvenile rehabilitation for teens	32	32	34
Other	8	11	1
Don't know / refused	5	5	6
<b>Question B4:</b> Which of these does your experience with children and youth services involve? (Multiple response question. Percentages may add to more than 100%)			

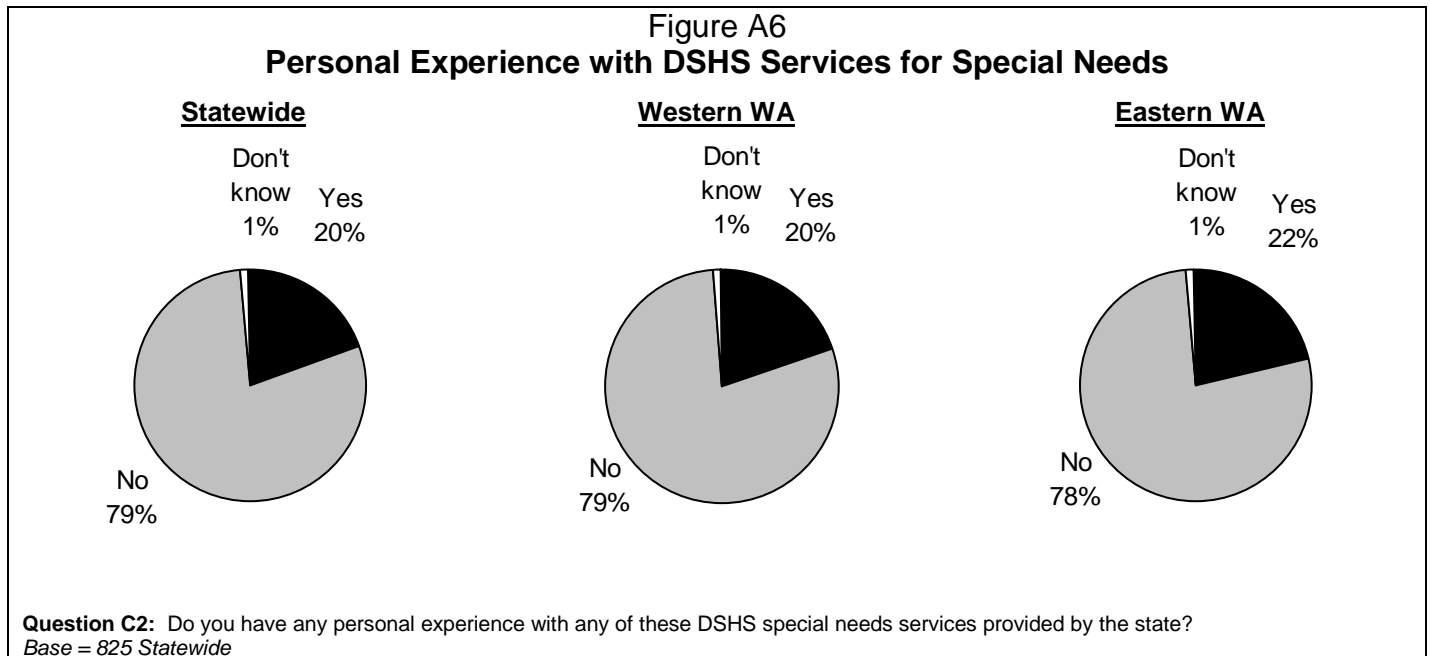
Of the respondents with child and youth services experience, those with experience with DSHS family services were more likely to have had contact with the children's portion of child/youth services (82%), compared to those who had no experience with DSHS family services (55% of these had experience with the child portion of child/youth services).

Subgroups of those with child and youth services experience that were more likely to have experience with juvenile rehabilitation included:

- Respondents having education beyond a high school diploma (41%), compared to those with a high school diploma or less education (13%)
- Persons who said they had personal experience with DSHS services for special needs (42%), compared to those who said they didn't (23%)
- Respondents who named as sources for information about DSHS services newspapers and magazines (44%) or TV and radio (40%), compared to those who specified no sources (15%)

## SERVICES FOR SPECIAL NEEDS

Seventy-nine percent (79%) of respondents said they'd had no personal experience with DSHS special needs services for those people who need help because of physical or mental health conditions or aging (Figure A6). One in five (20%) said they had such experience.



The following subgroups of respondents were more likely to say that they'd had some experiences with DSHS special needs services:

- Those with incomes less than \$25,000 per year (27%), compared to persons with incomes of \$50,000 or more (18%)
- Females (24%), rather than males (16%)
- Non-Hispanic White respondents (22%), rather than minorities (10%) or Hispanic respondents (10%)
- Persons 35 to 74 years old (23%), compared to those 18 to 24 years old (9%), and also, persons age 65 to 74 (31%), compared to 25 to 34 year-olds (16%)
- Those who had personal experience with DSHS family services (39%), versus those who had none (10%)
- Persons who said they had personal experience with DSHS child and youth services (48%), compared to those who said they didn't (15%)
- Respondents who named workplace sources for information about DSHS services (36%), compared to those who named newspapers and magazines (23%) or TV and radio (21%)

## SOURCES OF SPECIAL NEEDS SERVICES EXPERIENCE

Respondents who had experience with special needs services were asked how those experiences were acquired. Table A6 shows that most often respondents said those contacts occurred while helping themselves, family members or friends (60%), while 36% occurred as a function of respondents' jobs.

Table A6 Ways in Which Experience with DSHS Services for Special Needs Were Acquired			
	Statewide (n=165)	Western WA (n=94)	Eastern WA (n=75)
Helping myself / family / friend	60%	58%	66%
Part of my job	36	38	30
Second-hand knowledge	5	6	2
Other	7	7	6
Don't know / refused	1	1	-
<b>Question C3:</b> Did you get any of your experience with services for people with special needs as part of your job, because you were helping yourself, a family member or friend, or in some other way? (Multiple response question. Percentages may add to more than 100%)			

Among those more likely to say that their special needs services experiences were acquired helping themselves, a family member or friend were:

- Respondents having less education than a college degree (75%), compared to college graduates (26%)
- Respondents whose incomes total less than \$50,000 per year (68%), compared to those whose incomes total more (40%)
- 65 to 74 year-olds (82%) compared to 25 to 34 year-olds (38%) and 45 to 54 year-olds (51%); additionally, 35 to 44 year-olds were more likely than 25 to 34 year-olds (68% versus 38%)
- Those who mentioned friends or relatives as sources for DSHS information (65%), those who named other public places (69%), or specified no sources (70%), versus those who named work sources (44%)

Subgroups that were more likely to attribute their special needs services experiences to their jobs were:

- College graduates (66%), compared to respondents lacking college diplomas (22%)
- Persons with incomes of \$25,000 or more per year (45%), versus persons with lower incomes (17%)
- Respondents age 25 to 34 years old (53%), versus 55 to 64 year-olds (25%) and respondents 75 years old and older (15%)
- Non-Hispanic White respondents (36%), compared to minorities (5%)
- Those who had personal experience with DSHS child and youth services (54%), versus those who lacked this experience (25%)

- Respondents who named the workplace as a source of information about DSHS services (70%), compared to all other sources that were mentioned, which include friends and relatives (30%), newspapers and magazines (39%), TV and radio (43%), other public sources (34%), other sources (43%), and those who failed to specify a source (26%)

#### TYPE OF EXPERIENCE WITH SPECIAL NEEDS SERVICES

Table A7 shows the types of special needs services reported by those respondents with such experience. While experiences with services for persons with physical disabilities occurred more often than others (56%), experiences with services for developmental disabilities (40%), mental health problems (39%), drug and alcohol problems (33%) and aging (30%) were also frequently mentioned.

Table A7 Types of Special Needs Services Experiences			
	Statewide (n=165)	Western WA (n=94)	Eastern WA (n=75)
Physical disabilities	56%	55	58%
Developmental disabilities	40	41	36
Mental health problems	39	39	38
Drugs and alcohol problems	33	33	35
Needs related to aging	30	29	37
Other	6	6	4
Don't know / refused	1	1	-
<b>Question C4:</b> What type of special needs was your experience with, was it...? (Multiple response question. Percentages may add to more than 100%)			

Subgroups of those with special needs experience varied significantly in specifying the character of that special needs experience.

Physical disabilities: Among those more likely to say they had experience with special needs services for persons with physical disabilities were the following:

- Respondents with household incomes of less than \$25,000 per year (70%), compared to those with greater incomes (48%)
- Respondents who are 55 to 64 years old (80%), as opposed to those who are 35 to 54 years old (50%)
- Persons who agreed that DSHS does a good overall job (65%), compared to those who disagreed (35%) and those who felt neutral (44%)

Developmental disabilities: Among those more likely to say they had experience with services for developmental disabilities were the following:



- Persons with incomes of \$50,000 or more per year (56%), compared to those with incomes less than \$25,000 (28%)
- Those who had personal experience with DSHS family services (46%), versus those who had none (29%)
- Persons who said they had personal experience with DSHS child and youth services (51%), compared to those who said they didn't (33%)
- Respondents who named newspapers and magazines (50%), TV and radio (54%), the workplace (52%), or information sources from other public places (58%) for news about DSHS services, compared to those who failed to specify their sources (27%)

Mental health problems: Subgroups more likely to say they had this type of special needs services experiences include:

- College graduates (54%), compared to respondents with less education (31%)
- Persons who said they had personal experience with DSHS child and youth services (53%), compared to those who said they didn't (31%)
- Respondents who disagreed that DSHS does a good job overall (65%), compared to those who agree that DSHS does a good overall job (31%)
- 25 to 34 year-olds (59%), versus those who were 75 years old or older (15%)
- Respondents who named newspapers and magazines (42%), TV and radio (42%), the workplace (43%), or friends and relatives (38%), compared to those who failed to specify their sources (14%)

Needs related to aging: Subgroups more likely say they had experience with special needs services related to aging included:

- College graduates (45%), compared to those with less education (23%)
- Those with incomes greater than \$50,000 per year (43%), as opposed to those with incomes of \$25,000 to \$49,999 (22%)
- Respondents who mentioned newspapers or magazines (33%), the workplace (42%), or other sources for news about DSHS services (47%), rather than those who mentioned other public places for DSHS news (14%)



**APPENDIX 5:**  
**SOURCES OF KNOWLEDGE ABOUT DSHS SERVICES**

## SOURCES OF KNOWLEDGE ABOUT DSHS SERVICES

Interviewers read a list of possible information sources to all respondents to determine how they heard about DSHS services for families, children and youth and persons with special needs. For each area of DSHS services, respondents were most likely to name friends, relatives and acquaintances (word of mouth sources) ahead of all other possible sources. Newspapers were named second-most often and television came in third place.

Respondents' use of the media to gain information about DSHS programs differed significantly according to the type of DSHS service. They were significantly more likely to name newspapers as a learning source for information about child and youth services (47%) than as a source for information about family services (37%). Respondents also were more likely to say they found out about DSHS child and youth services through TV (35%) than family services (28%) or special needs services (29%).

### FAMILY SERVICES

Table A8 shows a list of the sources that were named for acquiring information about DSHS services for needy families, including food stamps, medical care and welfare grants. Friends, relatives and acquaintances were mentioned more often than other sources (56%). Respondents also said they learned about family services through newspapers (37%), television (28%) and through information sources in the workplace (10%).

Table A8 Sources of Information About DSHS Family Services			
	Statewide (n=655)	Western WA (n=373)	Eastern WA (n=290)
Friends/relatives/acquaintances	56%	56%	56%
Newspapers	37	38	30
Television	28	29	24
Workplace/union	10	9	12
Nowhere in particular	6	5	9
Government office	2	3	2
Personal experience	2	2	2
Radio	2	2	2
School/daycare	2	1	1
MD's office/hospital/pharmacy	1	1	1
Magazines	<1	-	1
Some other place	6	7	4
Don't know	2	2	2
<b>Question A5:</b> How have you heard about DSHS family services? Has it been from ...? (Multiple response question. Percentages may add to more than 100%)			

Responses of subgroups differed in a number of ways. These include the following:

- Friends, relatives and acquaintances were more likely to be named as information sources for DSHS family services by:
  - Respondents with less than a college degree (63%), compared to college graduates (43%)
  - Respondents with incomes less than \$50,000 per year (65%), versus those with incomes of \$50,000 or more per year (48%)
  - 18 to 44 year-olds (65%), compared to persons age 55 and older (41%); and 18 to 24 year-olds (73%), compared to 45 to 54 year-olds (53%)
  - Respondents having personal experience with DSHS family services (62%), versus those without (51%)
  - Those who agreed that DSHS does a good job overall (58%), compared to those who believe DSHS does not do a good job (42%)
- Newspapers were more likely to be mentioned by:
  - Respondents with some college coursework (37%) and college graduates (48%), compared to those with a high school diploma or less education (25%); also, college graduates were more likely to name newspapers than respondents with some college but lacking a degree
  - Those with incomes greater than \$25,000 (43%) per year, compared to those with lower incomes (20%)
  - Respondents 35 to 75 years old and older (43%), versus 18 to 34 year-olds (23%)
  - Non-Hispanic minority and non-Hispanic White respondents (35% and 39%, respectively), compared to Hispanic respondents (12%)
  - Residents of Western Washington (38%), versus Eastern Washington residents (30%)
  - Those who disagreed that DSHS does a good job overall (59%), compared to those who felt neutral (41%) and those who thought DSHS does a good job (32%)
  - Those lacking family services experience (42%), compared to those who have this experience (29%)
- Television was mentioned more often by:
  - Respondents educated beyond a high school diploma (33%), compared to those with a high school diploma or less education (19%)
  - Those with household incomes greater than \$50,000 per year (36%), compared to those with lower incomes (22%)

- Persons between the ages of 35 and 74 (32%), versus those who are 18 to 24 years old (16%) and those who are 75 years old or older (12%)
- Non-Hispanic minority and White respondents (39% and 29%, respectively), compared to Hispanic respondents (10%)
- Those who disagreed that DSHS does a good job overall (40%), versus those who thought DSHS does a good job (25%)
- The workplace was mentioned as an information source for information about DSHS family services more often by:
  - Respondents having experience with special needs services (17%), versus those without this experience (8%)
  - Respondents having experience with child and youth services (16%), compared to those without this experience (8%)
  - Respondents with college experience (13%), compared to those with a high school diploma or less education (4%)
  - Those with incomes greater than \$50,000 per year (14%), compared to those with incomes lower than \$25,000 (7%)
  - Females (12%), compared to males (7%)
  - 35 to 54 year-olds (12%), versus 65 to 74 year-olds (3%)

## CHILD AND YOUTH SERVICES

Word of mouth (friends, relatives and acquaintances) led the list of information sources for learning about DSHS child and youth services (54%). Newspapers were mentioned by an additional 47% of respondents, and television by 35% of respondents.

Table A9 Sources of Information About Child and Youth Services			
	Statewide (n=542)	Western WA (n=318)	Eastern WA (n=215)
Friends/relatives/acquaintances	54%	53%	55%
Newspapers	47	49	38
Television	35	37	29
Workplace/union	7	8	6
Nowhere in particular	6	4	6
Government office	2	1	4
Personal experience	1	2	1
Radio	2	2	3
School/daycare	4	3	6
MD's office/hospital/pharmacy	1	1	<1
Some other place	4	3	5
Don't know/refused	1	1	1
<b>Question B5:</b> How have you heard about DSHS services for children and youth? Has it been from ...? (Multiple response question. Percentages may add to more than 100%)			

- Friends, relatives and acquaintances were mentioned more frequently by:
  - Respondents with a high school diploma or less education (62%), versus college graduates (46%)
  - Those with incomes lower than \$25,000 per year (65%), versus those with incomes of \$50,000 or more per year (51%)
  - 35 to 44 year-olds (63%), compared to 45 to 54 year-olds (46%).
  - Those who said they had personal experience with DSHS family services (63%), compared to those who did not (47%)
  - Those who said they had personal experience with DSHS child and youth services (66%), versus those without (50%)
  - Those who said they had personal experience with DSHS special needs services (62%), versus those without (50%)
  
- Newspapers were named more often by:
  - College graduates (58%), compared to those without a college degree (40%)
  - Persons whose incomes total more than \$25,000 per year (52%), compared to those with lower incomes (32%)
  - Those who are 45 years old or older (61%), versus 18 to 44 year-olds (33%); and 35 to 44 year-olds (41%), compared to 25 to 34 year-olds (28%)
  - Non-Hispanic White respondents (48%), compared to Hispanic respondents (25%).
  - Residents of Western Washington (49%), versus Eastern Washington residents (38%)
  - Those who said they lacked personal experience with DSHS family services (54%), compared to those who said they had the experience (36%)
  - Those who said they lacked personal experience with DSHS child and youth services (50%), versus those who said they had the experience (36%)
  
- Television was named as an information source for news about DSHS child and youth services more often by:
  - Persons with household incomes of \$25,000 or more per year (40%), compared to those with lower incomes (23%)
  - Respondents age 35 to 64 (38%) and those age 75 and older (43%), compared to respondents age 18-24 (15%)
  - Non-Hispanic White respondents (36%), rather than Hispanic respondents (17%)
  - Those who said they lacked personal experience with DSHS family services (40%), compared to those who said they had the experience (29%)
  - Those who said they lacked personal experience with DSHS child and youth services (38%), versus those who said they had the experience (26%)

- The workplace was mentioned as an information source for news about DSHS child and youth services more often by:
  - Respondents who agreed that DSHS did a good job overall (8%) or who felt neutral about its job performance (9%), versus those who thought its performance was not good (1%)
  - College graduates (10%), compared to those with a high school diploma or less education (3%)
  - Respondents age 35 to 44 (9%), compared to respondents 55 to 64 years old (2%)

## SERVICES FOR SPECIAL NEEDS

Table A10 shows the information sources that were named for learning about DSHS special needs services.

Table A10 Sources of Information About DSHS Special Needs Services			
	Statewide (n=544)	Western WA (n=317)	Eastern WA (n=223)
Friends/relatives/acquaintances	57%	56%	58%
Newspapers	42	44	33
Television	29	29	28
Workplace/union	10	11	5
Nowhere in particular	6	5	7
Government office	2	1	2
School/daycare	2	2	3
Personal experience	2	2	1
Radio	1	1	3
MD's office/hospital/pharmacy	1	1	2
Some other place	4	4	6
Don't know/refused	2	1	4
<b>Question C5:</b> How have you heard about DSHS special needs services? Has it been from ...? (Multiple response question. Percentages may add to more than 100%)			

Statewide, respondents most often named word of mouth sources (friends, relatives, acquaintances – 57%) for information about DSHS special needs services. Newspapers followed, mentioned by 42% of respondents, and television, by 29%.

- More likely to name word of mouth sources for information about DSHS special needs services were these subgroups:
  - Respondents lacking any formal schooling beyond a high school diploma (71%), compared to those who attended college (49%).
  - 18 to 24 year-olds (73%), compared to 45 to 54 year-olds (52%) and 65 to 74 year-olds (44%)



- Hispanic respondents (75%), rather than non-Hispanic Whites (55%)
- Those who said they had personal experience with DSHS family services (65%), versus those without (51%)
- Those who said they had personal experience with DSHS child and youth services (66%), compared to those without (54%)
- Those who said they had personal experience with DSHS special needs services (67%), compared to those without (52%)
- Respondents who agreed that DSHS does a good job overall (58%) or who felt neutral about its job performance (57%), compared to those who said it does not do a good job (37%)
- Newspapers were named more frequently by:
  - College graduates (52%), compared to respondents lacking a college diploma (36%)
  - Persons whose incomes total more than \$50,000 per year (46%), versus those with incomes lower than \$25,000 per year (32%).
  - Respondents who were 45 years old or older (50%) versus 18 to 24 year-olds (22%); and 55 to 64 year-old respondents (53%), versus 35 to 44 year-olds (33%); and also 65 to 74 year-old respondents (67%), versus 25 to 54 year-olds (38%)
  - Non-Hispanic White respondents (43%), rather than Hispanic respondents (21%).
  - Residents of Western Washington (44%), compared to Eastern Washington (33%)
  - Those who said they lacked personal experience with DSHS family services (51%), compared to those who said they had the experience (29%)
  - Those who said they lacked personal experience with DSHS special needs services (45%), versus those who said they had the experience (33%)
- The following respondents were more likely than others to name television as a source of information about DSHS special needs:
  - College graduates (36%), as compared to respondents without formal education beyond a high school diploma (21%)
  - Persons with household incomes of \$25,000 or more per year (32%), versus those with lower incomes (16%)
  - Respondents age 45 to 74 (36%), compared to 18-24 year-olds (15%)
  - Those who said they lacked personal experience with DSHS family services (33%), compared to those who said they had the experience (24%)

